

Job Aid

Models for Promoting Culturally Competent Patient-Provider Communication

BATHE Model

B—Background
A—Affect
T—Trouble
H—Handling
E—Empathy

CRASH Model

C—Consider culture
R—Respect
A—Assess and affirm
S—Sensitivity and self-awareness
H—Humility

ESFT Model

E—Explanatory model of health and illness
S—Social and environmental factors
F—Fears and concerns
T—Therapeutic contracting

ETHNIC Model

E—Explanation
T—Treatment
H—Healers
N—Negotiation
I—Intervention
C—Collaboration

Kleinman's Nine Questions

- ◆ What do you call your problem?
- ◆ What name does it have?
- ◆ What do you think caused your problem?
- ◆ Why do you think it started when it did?
- ◆ What does your sickness do to you?
- ◆ How does it work?
- ◆ How severe is it? Will it have a short or long course?
- ◆ What do you fear most about your disorder?
- ◆ What are the chief problems that your sickness has caused for you?
- ◆ What kind of treatment do you think you should receive?
- ◆ What are the most important results you hope to receive from the treatment?

LEARN Model

L—Listen
E—Explain
A—Acknowledge
R—Recommend
N—Negotiate

The content for this was excerpted from the U.S. Department of Health and Human Services, Office of Minority Health. *A Physician's Practical Guide to Culturally Competent Care*. Available at: <https://cccm.thinkculturalhealth.hhs.gov/>.